

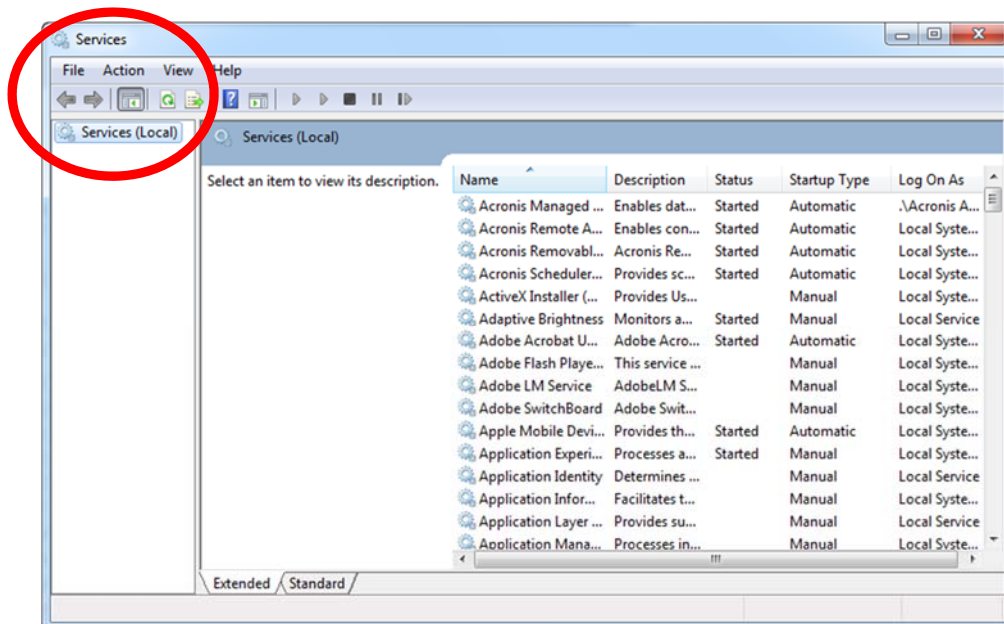
Qbooks stops or hangs, etc. when trying to print a report or a check

Thursday, December 05, 2013

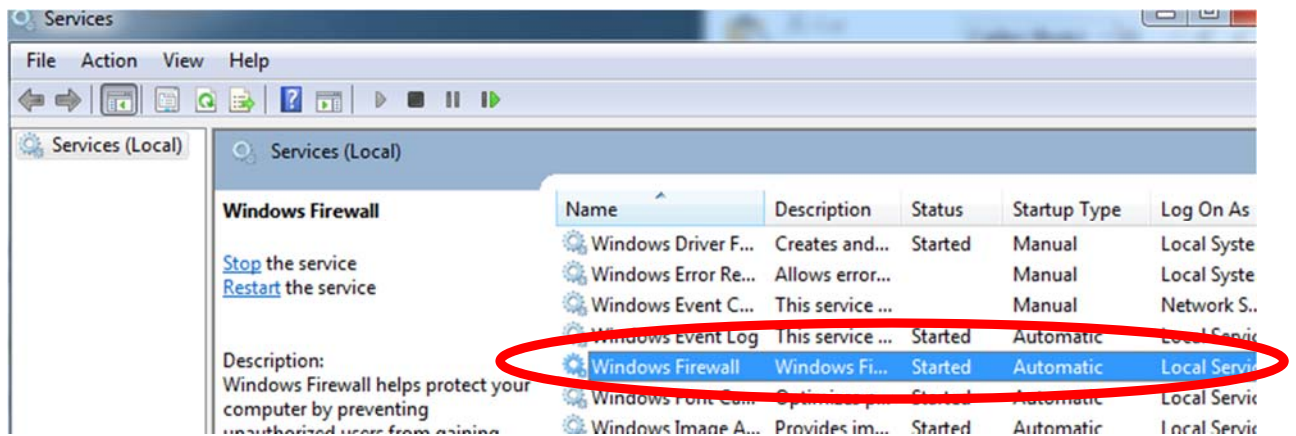
We have seen a issue twice now on Windows XP and Windows Vista that when attempting to print sometimes you can print once, but then not again. In both instances, it appeared to be an issue with two firewalls running on the client system.

In the above scenario, the user had Norton 360 firewall / protection software AND the Microsoft Windows FIREWALL was also running.

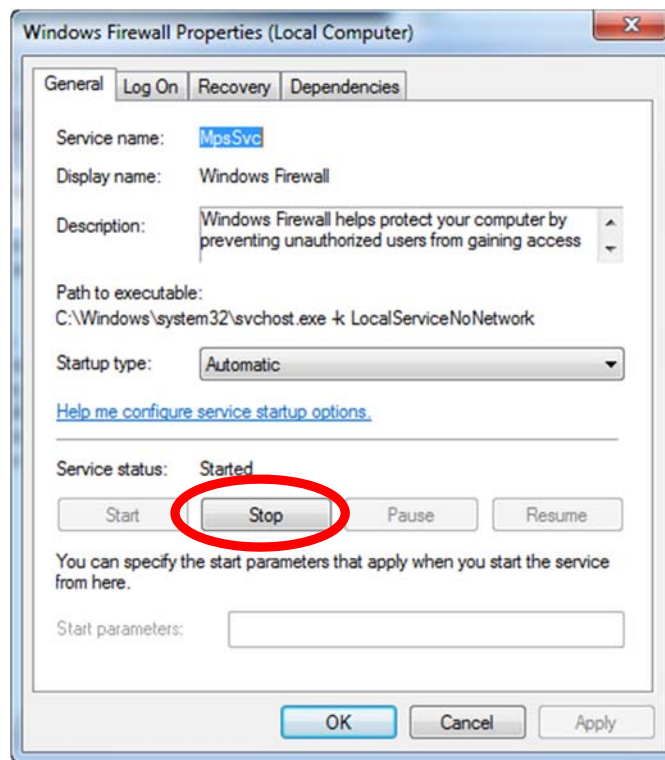
1. Solution: Turn off the MICROSOFT WINDOWS FIREWALL [since the Norton is acting also as a firewall]
2. Click START | Run...
3. Enter in this: **SERVICES.MSC**
 - a. Press Enter



4. Scroll down to WINDOWS FIREWALL

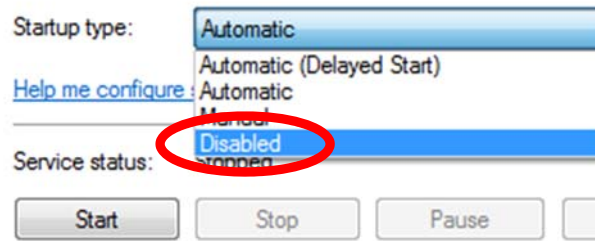


5. Double-click the WINDOWS FIREWALL entry
a. Click STOP



i.

6. Change STARTUP TYPE to: DISABLED



You can specify the start parameters that apply when you start from here.

7. Click OK
8. Close SERVICES window
9. Try printing again.